

**EXTERNAL - Job Order Detail**  
STATE OF MONTANA IS AN EQUAL OPPORTUNITY EMPLOYER

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**Department:** DEPARTMENT OF LABOR & INDUSTRY

**Division:** Unemployment Insurance

**Bureau:** Claims Processing Center

**Date Posted:** 10/06/2008

**Job Category:** Office and Administrative Support

**Position Number:** 66202083

**Position Title:** CLAIMS TEAM ASSISTANT

**Bargaining Unit:** 038

**Union:** MPEA

**Location:** BILLINGS

**Job Status:** Full Time Permanent

**Salary:** \$22,258.00 to \$27,823.00

**Salary Unit:** Year

**Additional Salary Info:** Applicants' qualifications will be assessed based on minimum qualifications and in accordance with Pay Plan Rules. Successful applicant's pay will be set using the above salary range based on qualifications.

**Shift:** Daytime

**Band:** 3

**Closing Date:** 10/15/2008

**Supplement Required:** Yes

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**Applications must be received by 5:00pm on the closing date.**

**Apply to your Local Montana Job Service Center**

**- OR -**

**State Agency:**

DEPARTMENT OF LABOR & INDUSTRY

P.O. Box 1728

HELENA, MT 59624

**Phone:** (406) 444-3710

**Fax:** 444-3685

**TTY:** 444-0532

**E-mail:** [dliapps@state.mt.us](mailto:dliapps@state.mt.us)

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**Special Information:**

This position provides customer service in the Unemployment Insurance Claims Processing Center. Requires long periods of sitting and data entry. The successful applicant must receive positive job references. Pay for employees new to the Department will be set at one step below the salary of employees with similar qualifications and shall have pay adjusted to the appropriate salary following successful completion of the trial period.

**Duties:**

This position performs various technical and administrative tasks related to the Claims Processing Teams' resolution of unemployment insurance claims.

The duties include: insuring timely decisions of benefit eligibility of the claimant and charge-ability for the employer; preparing claims for adjudication and obtaining related paper files; prioritizing by resolution due date; identifying claims with the highest priority; entering data into spreadsheets; comparing incoming employer protest statements with separation information provided by claimant to determine employer's charge-ability.

The position is responsible for screening incoming mail; responds to requests for information; and various other related duties.

**Competencies:**

The successful applicant should have knowledge or have the ability to acquire knowledge within a reasonable period of time of the Montana unemployment insurance laws and rules and benefit charging principles and procedures.

Must have the ability to:

- communicate effectively with others both orally and in writing with knowledge of business English and grammar;
- interpret and apply requirements of federal and Montana laws and rules;
- interpret unemployment insurance computer screens and decision resolution procedures of the benefit payments system;
- organize a large workload; track details; maintain accurate orderly flow of documents;
- use technology to improve management of correspondence, claimant responses and employer requests;
- work in a team oriented environment to accomplish common goals.

The successful applicant should demonstrate a commitment to align their behavior with needs and goals of the work unit, the Division, and the Department. They should also exhibit a commitment to the work performed, building strong work relationships and making adjustments to work successfully with others as well as provide support, appreciation, and recognition to others.

The Department of Labor and Industry strives to provide an effective customer focused work environment. Our goal is to provide excellent service to all our customers. The core values of this Department are customer focus, individual responsibility, individual growth, ethics in the workplace, and continuous improvement. These values represent the Department's expectations of staff and the ideal employee is one who embraces these values.

**Education/Experience:**

A combination of education and experience equivalent to high school graduation and progressively responsible experience. Experience should include public contact with individuals to gather pertinent information, ability to evaluate the information for a variety

of considerations, and dispense information relative to correct interpretation of rules and regulations.

**Application materials required initially for this position include the following:**

Signed and completed State of Montana Employment Application (PD-25, Rev. 5/2003 or later). Portions of the application may be photocopied if legible (see application page 1 for instructions).

Applications materials required:

1. Signed and completed State of Montana Employment Applications (PD 25).
2. If claiming the Veterans' or Persons with Disabilities Employment Preference (PD-25A) must provide verification of eligibility.
3. Responses to Supplemental Questions.
4. The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

\*MPEA selection will be based on the following:

Qualifications = 30%    Capabilities = 60%    Seniority = 10%

\*Application materials can be obtained from any Job Service office or downloaded from <http://mt.gov>. Applications must be received by 5:00 p.m. on closing date and will be rejected for late, incomplete or unsigned application materials. Typed signatures will be considered.

**Supplemental Questions:**

The information you provide on this application supplement will be used by the selection panel in combination with your education and experience to determine which applicants will be selected for an interview. Your responses will be viewed apart from your state application and other application material, therefore, IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC. In order to receive full credit, you must express yourself fully and completely. Do not expect the selection panel to make assumptions based upon your application, resume, or other materials when rating your application supplement. Please put your name and the position and position number you are applying for at the top of each page.

Your responses should be limited to one typewritten page per question.

1. Describe work that you have done that underscores your commitment to being attentive to detail in an environment where timelines are critical and interruptions are frequent. Explain in detail the way in which you accomplished your work while handling interruptions, meeting timelines, and maintaining accuracy.
2. In our business, some errors that are small at first glance can actually be disastrous for our customers. Describe an experience in your past work experience where your commitment to doing something right the first time may have prevented a negative impact to the business or customer. Explain the steps you took, the outcome, and what could have resulted if you had not paid attention to detail.